

# Hours Lost Due to Work Related Injury/Illness Emergency Medical Services



KPI Owner: Jordan Mudd

Process: Injury/Lost Time Management

| Baseline, Goal, & Benchmark                                                                                                                                                                                              | Source Summary                                                                              | Continuous Improvement Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Baseline: FY13 14,658 hours, FY14 12,158.6<br>Goal: Compared to previous FY, reduce hours lost to workplace injury by 5%. 962 hours per month represents a 5% reduction compared to the FY14 baseline.<br>Benchmark: TBD | Data Source: Payable Time PeopleSoft<br>Goal Source: Scope Summary<br>Benchmark Source: TBD | Plan-Do-Check-Act Step 3: Determine and quantify root causes<br>Measurement Method: The total number of hours per month employees were absent due to a work place injury or an illness contracted at work, rate calculated by dividing by total standard hours<br>Why Measure: Minimize number & severity of workplace injuries/illness<br>Next Improvement Step: Implement short-term improvements from Six Sigma project. Evaluate modified duty provisions in upcoming CBA. |

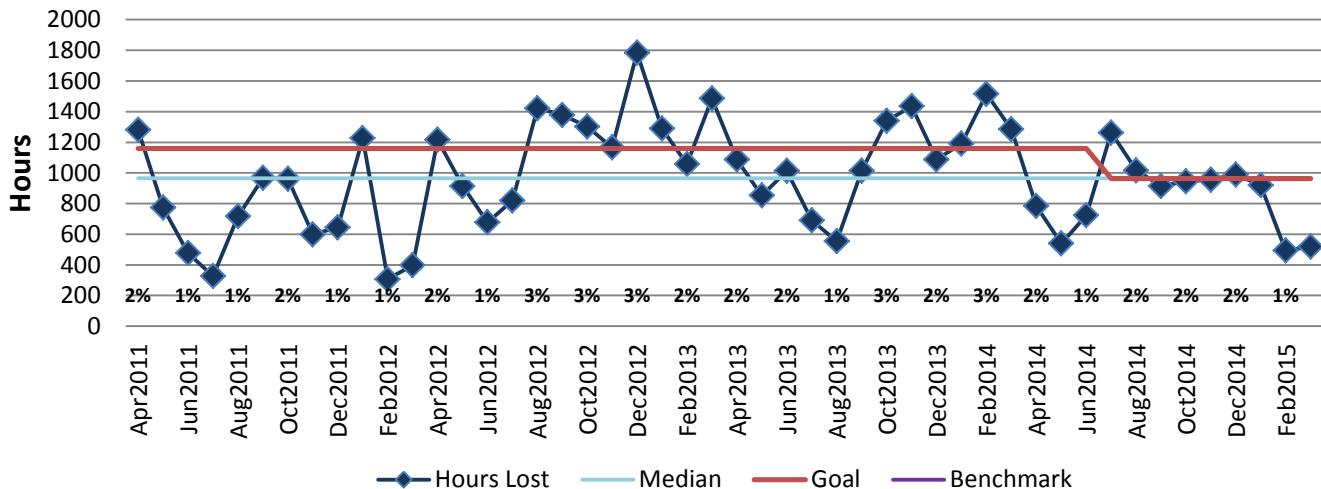
## How Are We Doing?

| Apr2014-Mar2015<br>12 Month Goal | Apr2014-Mar2015<br>12 Month Actual |  | Mar2015 Goal | Mar2015 Actual |  |
|----------------------------------|------------------------------------|--|--------------|----------------|--|
| <b>12,138</b>                    | <b>10,064</b>                      |  | <b>962</b>   | <b>519</b>     |  |
| Hours                            | Hours                              |  | Hours        | Hours          |  |

## Hours Lost Due to Work Related Injury/Illness



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.